Our website, www.optumrx.com is a fast, safe and secure way to manage your prescription benefits online.

This quick reference guide illustrates how to use the tools and features that will help you manage your OptumRx account and prescriptions:

- Search for drug pricing and lower-cost alternatives
- Refill and renew mail service pharmacy prescriptions
- Transfer your retail prescriptions to our mail service pharmacy
- View your mail service order status and claim history
- Sign up for medication reminders via text message
- View your OptumRx benefits in real time
UMR Home Page

As a UMR member, you can access your prescription information from the UMR website.

Follow these steps to register:

2. Select Members.
3. Enter the member ID located on your ID card in the Online Services Access box. If you do not have a benefits ID card, or if you have a flexible spending account (FSA) only, enter your Social Security number.
4. Select Go to my online services. The website will redirect you to your online services home page.
5. If you have previously registered for online services, enter your username and password in the member login box and select Submit, or, if you have not yet registered for online services, select Need a Username? Register here and follow the prompts to complete your registration.

Once registered, select the myPharmacyCenter tab. From here, link to www.optumrx.com. Then take advantage of the many tools and features that will help you manage your prescriptions. On your first visit, you will also need to register at www.optumrx.com — just follow the simple instructions.
My Prescriptions Dashboard
After you register or log in you’ll see your OptumRx My Prescriptions Dashboard. The dashboard makes it easy to access the tools and features designed to help you manage your medications and health.

Transfer Prescriptions
Select the Transfer Prescriptions tab to transfer eligible prescriptions from your retail pharmacy to our mail order pharmacy service.

Quick Links
On most web pages, the Quick Links box provides fast access to the most frequently used areas of our website.

Refill Prescriptions
You can refill mail service prescriptions from your dashboard. Or select the My Medicine Cabinet tab and order refills from that page.

Note: Some sections are only available if you are logged in to your account. Not all sections of the website are available to all members — access to features and tools are determined by your benefits plan.
Quick View Calendar

The Quick View calendar alerts you to upcoming prescription refills or renewals. You can also transfer these reminders to your MS Outlook calendar.

Renew Prescriptions

You can begin a request to renew a prescription from your dashboard or from the Renew Prescriptions tab.

Order Status

Check the status of your mail service orders.

Note: Some sections are only available if you are logged in to your account. Not all sections of the website are available to all members — access to features and tools are determined by your benefits plan.
Quick Links

The Quick Links box provides access to a variety of benefits and tools such as:

- **Drug Pricing**: Search prices for medications and find their lower-cost alternatives.
- **Drug Lookup**: Find for detailed information about thousands of prescription drugs.
- **Formulary (Provider Drug List)**: Learn which medications are covered by your benefit plan.
- **Real Time Benefits**: See how much you’ve spent on medications, view your claims history and more.
- **Locate a Pharmacy**: Enter your ZIP code and select Go to find a retail pharmacy near you.

Prior Authorization

Certain medications may require prior authorization by your health plan or pharmacy benefits manager (PBM) in order to be covered. Prior authorization is a formal process that requires your doctor to give a medical reason for prescribing that medicine instead of a less expensive one.

Prior Authorization Overview

Learn more about prior authorization

When your doctor or health care provider prescribes a certain medicine, your health plan or pharmacy benefits manager (PBM) may require something called prior authorization before they will cover (pay for all or part of) your medicine. Prior authorization is a formal process that your doctor goes through. He or she must give a medical reason why they are prescribing that medicine, rather than a less expensive one.

This process helps health plans and pharmacy benefits managers keep costs down for everyone by having doctors prescribe less expensive medicines whenever possible.

What would you like to do?

- Initiate a Prior Authorization
- Check a Prior Authorization Status

Prior Authorization

Begin a prior authorization or check the status of an existing one.
My Medicine Cabinet

The My Medicine Cabinet tab displays all your medications, both mail service and retail, with pictures of your medications, refill status and other information.

My Medicine Cabinet

Managing Your Medications Made Easy

Now we make it simple for you to see the medications we processed in your personal medicine cabinet.

- Click on the Drug Name or the Rx Number to find out more information.
- Click on Add to Cart to order available refills.
- Click Transfer to Mail to start getting that drug delivered to your door, or to renew your prescription.
- Click View Claim History to see the refill history.
- Add any additional medication to your Medicine Cabinet with the Add a Drug tool.
- Click Add to Archive to archive your old prescriptions and more.
- Get text message reminders to take your medicine or refill your prescription with the tool.

My Medication Reminders

Select the link or phone icon next to each refillable prescription to begin setting up your medication reminders.

My Additional Medications and Supplements

Here is where you can add or remove other medications or supplements you may be taking to your medicine cabinet.

Type in the name of the drug and click Add Drug

ADD DRUG »

My Archive

Save your past medications in the archive.
My Medication Reminders

Sign up to receive medication reminders via text message and never forget to take or fill your medications again.

Enter your mobile phone number to set up text message reminders for:
- Refills
- Renewals
- Transfers
- Order shipments
- Daily text reminders to take medications

Medication Dosage Reminders
Customize your dosage reminders for daily, weekly or monthly alerts.

Update Medication Reminders
Select Update Medication Reminders when you’re done.
Household/Caregiver Access

Household/caregiver access allows you to become an account manager or let another person manage your account.

Learn how you can:
• Become an account manager for your family’s benefits (spouse and children)
• Become a caregiver for another person
• Assign a caregiver to manage your accounts on your behalf

My Household Accounts
Manage the benefits of your minor dependents’ and spouse (if you have your spouse’s permission).
The family tree shows your spouse and minor dependents.

Accept Caregiver Invitation
Become a caregiver for another person. If someone wants you to manage their account on your behalf, they can send you a Caregiver Invitation by email.
To accept the invitation, enter the access code that was included in the email invitation. Enter your date of birth and ZIP code.
Select Accept Caregiver Invitation.
Website Help
No matter where you are on our website, help is just a few clicks away.

Log In Help
From the www.optumrx.com home page, it’s easy to find Log In Help.

Log In Help
On the home page of www.optumrx.com, select Log In Help.

Customer Service
Find Login Assistance, Help Topics and other information.
Or call 1-877-559-2955.

Talk to a Representative
Select talk now to set up a time for a representative to call you.
Help Topics

You will find a variety of additional Help Topics on the Customer Service page.

Choose a Topic
Find the answers to many of our most common topics and frequently asked questions.
Contact Us

You can contact us electronically, by phone or mail.

Contact Us electronically, by phone or mail

Use our online feedback form for questions related to your benefits or to give us comments and suggestions to improve our website or services. If you have questions that need answers right away, please call Customer Service at the numbers above.

You can always contact Customer Service by email at feedback@prescriptionsolutions.com. Our goal is to respond to you by email within 24 hours. On average, we reply within less than 8 hours.

If you have questions or concerns, please contact our Customer Service Advocates at the numbers listed below.

Customer Service, Mail Order Pharmacy: 1.877.559.2065
TDHI (for the hearing impaired): 1.800.498.5428
24 hours a day, 7 days a week

Medical Supplies Pharmacy: 1.866.206.7707
Monday - Friday, 7:00 a.m. - 7:00 p.m., Central Time

Medicare Prescription Drug Plan Members (PDP): 1.877.889.5802
TDHI (for the hearing impaired): 1.866.304.7218

Medicare Advantage Prescription Drug Plan Members (MAPD): 1.877.868.6358
TDHI (for the hearing impaired): 1.800.498.5428

Prior Authorization [Physicians]: 1.800.711.4555, option 2

Pharmacists are available 24 hours a day, 7 days a week to answer questions or address concerns from Prescription Solutions by OptumRx Mail Service customers.
Phone: 1.800.788.4865
TDHI (for the hearing impaired): 1.800.498.5428

If you are having a medical crisis, please call 911, or contact your local emergency assistance service immediately.

Contact Us by Phone
Contact us by Phone for:
• Customer Service
• Mail Service
• Pharmacy help
• Medical Supplies
• Medicare Drug Plan help

Prior Authorization
Your doctor can contact us to request Prior Authorization.

OptumRx Pharmacists
Pharmacists are available 24 hours a day, 7 days a week to answer questions from mail service customers.
Mobile Website

Use your smartphone to access the mobile website, m.optumrx.com. The mobile website lets you manage your prescription benefits from your smartphone. You can order refills, check your order status, set up medication reminders and more — anytime, anywhere. It’s perfect for people on the go.

Mobile Website
Use your smartphone to access our mobile website where you can:
• Request prescription refills
• Check order status
• Locate a retail pharmacy
• Search your plan’s Formulary
• Register via our mobile website